



PLATINUM
EDUCATIONAL GROUP

March 2021

Industry Information for EMS Instructors, Educators, Administrators, Preceptors, and Students

The **Platinum Educational Group** monthly newsletter is dedicated to EMS instructors, administrators, and providers. If you have any questions please reach out to us anytime either by [email](#) or call **616.818.7877**.

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March, a Month of Celebrations (and to Spring Forward)!

Most of us know that March contains some awesome holidays and important events including Dental Assistant Recognition Week, St. Patrick's Day, International Women's Day, Woman's History Month, and springing forward with daylight savings time. Since March has National Dental Day, we have a special contest/giveaway just for those folks! More details below in this newsletter!

Looking ahead to spring, our hope is to help EMS educators keep track of all their SSR documentation, skills tracking, student scheduling, as well as online testing needs. We have online solutions to make your lives, and your students' lives, much easier via [EMSTesting.com](#) for testing and [PlatinumPlanner.com](#) for skills tracking and clinical scheduling. We also have an amazing new feature called [AccredAssist®](#) to help your SSR go smoothly! The best part is that it is not too late to put your current cohort into our platforms! The transition and training to do so is very easy and our staff will help guide you every step of the way!

If you do not currently use our solution(s), we encourage you to take a short demo and find out why so many people trust Platinum in their education process! You may also view our [testimonials!](#)

The Staff at Platinum Educational Group



Who is Platinum Educational Group, exactly?

As Platinum Educational Group continues to broaden the versatility of our solutions for healthcare professions, as well as increase our audience, we would like to remind people of who we are and what we do!

We are staunch advocates for the highest degree of training for all EMS levels and we are proud to boast the best testing prep and skills tracking programs for each.



"What an awesome group to work with! Always willing to assist at any time with excellent follow up. York Technical College is proud to work with this team!" ~YorkTech EMS Programs (SC)

*Factoid—We have delivered 370+ new features and updates for our customers, many at their request, since 2015!

Our Mission: Deliver valid & reliable testing, scheduling, competency tracking, & compliance reporting solutions.

Our Vision: Every learner in the world can benefit from our solutions.



Message from the CEO By Jason Jensen, CEO, Platinum Educational Group

2020 Recap and Plans to Move Your Program Forward in 2021 and beyond

With my first full year (2020) under my belt as CEO of Platinum Educational Group, I can share with you the challenges, learning, and rewards that came along with it. I will also fill you in on what Platinum Educational Group has in store for the near future.

First, what can I say, it was 2020! A year unlike any other. We ALL faced our own difficulties and challenges, both personally and professionally, due to the COVID-19 pandemic. Our team did an amazing job of shifting much of our focus towards some of the new issues the pandemic brought with it. Some of the solutions we came up with helped support our valued customers, as well as non-customers. A few items included canceling a planned nominal price increase, offering non-customers the opportunity to use our EMSTesting.com platform as a one-time use solution to assist their programs with high stakes exams for their students, and implementing self-proctoring tools to our testing platform.

[Click Here for Full Message](#)



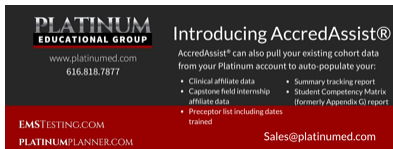
We're celebrating Dental Assistants all month long!!!

This month contains Dental Assistant Recognition Week- a celebration of Dental Assistant educators, providers, admin, and students! YOU could win a gift box filled with swag including a funny coffee mug, mask, mousepad, bag holder, and recognition coin! **The rules are easy**, simply like our [Facebook Page](#) and put in your school, company, or organization name that you received your certificate/degree in the pinned post. **That's it!** You get two entries if you share the pinned post.

Please, pass this to your institution's Dental Assistant educators, providers, students, and support staff!

Winner will be announced on **3/31/21**.

[For more information Click Here](#)



Have You Explored AccredAssist® Yet?

If you are an EMS Program Director, then you are already aware of the high turnover rate for paramedic program directors. There is much to keep track of for accreditation and it can be a tiresome task searching for the information that you need, but we have a new solution that is changing the game- an EMS accreditation recordkeeping and reporting tool to help with self-study documentation and reporting, annual reporting data, and even site visit documentation and organization!

[Click for Full Details](#)



Platinum's Annual Scholarship Program Information Notification List

Do not let your students miss this \$1,000 opportunity!

Both students and instructors have been very excited about [Platinum Educational Group's Annual Scholarship Program](#). Every year we award \$1000 to a student in each of the following professions: EMS, Nursing, and Allied Health. We have had numerous emails and phone calls asking when students can start applying. Well, the time is almost upon us! The 2021 scholarship packet will be available in April. **If you would like to be on our scholarship notification list, [CLICK HERE](#).** This will ensure YOUR students will get the information as early as possible!

Our 2021 EMS scholarship is dedicated to EMS educator, Kimberley Altavesta, who tragically passed away in 2020. Please [click here](#) to read about Kim's contributions to EMS. RIP, Kim.

New Features Updates

By the Dev Team

[NEW FEATURES: February 2021](#)

[NEW FEATURES: January 2021](#)

[NEW FEATURES: November 2020](#)

[NEW FEATURES: October 2020](#)

[NEW FEATURES: August 2020](#)



Top Five Reasons to Use EMSTesting.com

- True Computer Adaptive Testing Practice that mimics the format of the National Registry exam!
- Most Validated Solution Available—Over 215,000,000 responses to date!
- Over 5,000 question test bank; with questions **FOR ALL** provider levels!
- Group Testing feature turns learning into a fun game!
- EMSTesting can be used with any EMS textbook, regardless of publisher!

Join the hundreds of other programs that have adopted our solutions to make their EMR-EMT-AEMT-Paramedic program run as efficiently as possible! We offer the most reliable and valid testing on the market via [EMSTesting.com](#). We provide the only Computer Adaptive Testing (CAT) prep program that mimics the National Registry Exam format! We will help your program raise your pass rates and we offer a [100% guarantee](#)* to back that!

[Learn More!](#)

"We have completed another recruit class of 56 with a 90% first time pass on NREMT. This was even after pushing the class hard to complete three weeks early due to the pandemic." ~ Jeff Quinn, EMS Program Director, Indianapolis Fire Department (IN)



Top Five Reasons to Use PlatinumPlanner.com

- **Easiest platform to record Student Minimum Competency (SMC) Matrix!**
- **Helps maintain compliance with accreditation standards!**
- **Customizable platform to meet YOUR program's specific needs!**
- **Provides students with a complimentary companion mobile app!**
- **There is NO Institutional fee just a competitive nominal per-student fee!**

In addition to testing, we also provide a complete skills tracking, scheduling and reporting solution called PlatinumPlanner.com. This flexible program tracks schedules, skills, and patient encounters. It assists in clinicals, labs, and scenario experiences. It generates reports for overall student progress, *NREMT Portfolio progress, the *CoAEMSP Student Minimum Competency (SMC) matrix, and several additional reports to support compliance with accreditation standards. **Platinum Planner also offers free preceptor training - something our competitors do not!**

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[Learn More!](#)



"Platinum Ed has been a partner since we started the accreditation process. They are responsive to questions and concerns on both Platinum Planner and EMSTesting. Several requests for changes have been incorporated by them at our suggestions. Great to work with." – Mark Self, Executive Director, Pee Dee Regional EMS, Florence (SC)



Scheduling Calendar Emails

By Sarah Smith, Customer Training, Production Software & Support, Platinum Educational Group

Q: Is there a way that Platinum Planner can send out Automated emails to clinical sites that show them what clinical shifts students are on?

A: Yes. As a School Administrator, if you go to "Courses/Classes/Sites" in the red toolbar, you can select "Manage Calendar Emails". The "Active" tab will display all of the current and ongoing scheduled emails you have set up, while "Flagged" will show any scheduled calendar emails you have deactivated and are no longer sending.

[Read Full Article](#)



Supporting Health Science Students' Mental Health and Well-Being in Stressful Times

By Levi Perkins, Corporate Screening

While the pandemic has left no industry untouched, the past year has set unprecedented levels of stress for health sciences. Adding to that, it's no secret that there's an increased need for more robust healthcare staffing. Thankfully, health science students are staying the course to fill the gaps of an understaffed workforce. However, while health science students are pursuing careers where they will support the health needs of others, they also need support for their own health needs, including their mental well-being.

[Read Full Article](#)



Stuff I'd Wish They Taught Me in Class Part 5: Tunnel Vision

By Shao Trommashere, Educator

As medics and EMTs, we are taught several rules during our schooling:

We've all likely heard the phrase: "It's not your emergency, it's the patients' emergency." It's true! We are not the ones--at least at that moment in time--who are delivering a baby, having trouble breathing,

or were just in a car accident.

At the beginning of my career, I would run at top speed to the ambulance the minute the tones dropped. I was also the one who--the minute the truck stopped--could be seen flying out the back, my legs carrying me as quickly as possible to the patient.

[Read Full Article](#)



How We Combat Objections with Answers for EMSTesting.com

By Ian Kindig, Business Development Manager, Platinum Educational Group

“NO” Does Not Always Make Sense to Us

Our Sales Team occasionally hears an objection to adopting our online testing solution, EMSTesting.com (or simply [EMSTesting](#)). Usually, objections are not a “no” at all, but rather it is a listening to the prospective customer’s struggle that we as salespeople need to understand and offer a solution. We will not accept “no” for an answer until we understand your program, what your goals are, and the challenges you face to reach those goals. We would be doing you a disservice. We understand that you may not purchase an online solution from us, and that is ok, but we would at least like the opportunity to learn more about your program and the specific challenges you face daily.

[Read Full Article](#)



"I have been using EMS Testing for the last 3 years for our EMT and Paramedic programs and since utilizing the module exams and adaptive testing from Platinum Educational Group our success rate for first time paramedic testing has gone up by 15-20%. The tests that we make are very challenging making the students think. It is a great program and I would recommend this to everyone." - Earl Neal, Retired EMS Program Director, Paramedic Instructor, Clinical Coordinator, Jefferson College (MO)



CPR and AED Instruction Tips for EMS Educators

By Olivia Soo, Pacific Medical Training Center

A defibrillator sends a shock to the heart during ventricular fibrillation or ventricular tachycardia. Cardiopulmonary resuscitation (CPR) with the automated external defibrillator is one of the first response systems for out-of-hospital cardiac arrest cases. The importance of their rapid response depends not only on the doctors, nurses, or health personnel but in the EMR or non-medical staff. CPR

training provided by an EMS educator must ensure that learners acquire the skills and knowledge needed to act correctly during actual cardiac arrest scenario.

[Read Full Article](#)

News From Our Allies in Education

Every month we feature a key news snippet or other information from our allies in EMS Education. If you would like to connect and see how we can collaborate, [contact us!](#)



ACCREDITCON is Going Virtual in 2021

ACCREDITCON is Going Virtual in 2021 The CoAEMSP is pleased to announce its virtual ACCREDITCON collaborative designed to support programs, carry out its mission “to advance the quality of EMS education through accreditation” and respond to the needs of nearly 700 Paramedic educational programs.

[More details](#)



Join NAEMT for a Free CE Webinar

This webinar will take a deep dive into identifying and understanding EMS transport costs and other data elements required by CMS in the Medicare Ground Ambulance Data Collection (MGADC) survey.

[More details](#)



Spring 2021 Conference Canceled

The trajectory of COVID-19 infection has continued in the wrong direction week after week. With no clear change in course for the near future, the board has made the difficult decision to cancel the 84th SMEMSIC Professional Development Conference.

[More details](#)



(GEMSA) is offering ALL Georgia licensed EMS providers a FREE 1-year membership with GEMSA

This FREE membership will not only provide you with plenty of membership benefits, but it will also help GEMSA move forward in getting an EMS retirement plan option up and running just for you!

[More details](#)



2021 NAEMSE EMS Educators Symposium & Trade Show

August 2-8, 2021 Omni Orlando Resort at Championsgate

NAEMSE is busy and full swing ahead planning the 2021 EMS Educators Symposium and Trade Show to be held at the four-star Omni Championsgate Orlando, Florida hotel from August 2-8, 2021.

[More details](#)



Meet the Staff: Jose Alegria

Customer Service Advocate

Jose joined Platinum Educational Group as a Customer Service Advocate in December 2020. Prior to joining Platinum, he worked in the mental health field where he enjoyed providing support and helping people succeed. In his free time, he enjoys being with his family and loved ones, playing video games, and watching classic and current films. He also enjoys working with digital art and managing a film enthusiast fan page.

From the Customer Support Team

Best way to contact us for support



Q: What's the best & easiest way to contact support if I have an issue?

A: There is a new, easy and exciting way to contact support during business hours (Mon-Fri 8am-8pm **EST**). If it is during these business hours, you can click on the 'help' button on the bottom right of our website and click the 'live chat' button. It will have you put in some information, then will connect you with one of our support agents to speak to live. If chat session gets disconnected, the agents can continue replying to you via email as well.

As always, we still have the other ways to contact support. Our main number for support is (616) 818-7877 and will connect you to a receptionist, and you can simply ask for support. If it is after business hours, the 'live chat' button will go back to the normal 'contact us' button. This will have you fill out your information and has a spot to input the issue or question you are having. We pride ourselves on our customer support and will reach out to you as soon as possible.

[Click for Full Details!](#)



"Overall, very impressed by the speed at which my questions are answered and the attention to detail given to my specific questions. Thanks for excellent customer service Platinum Educational Group Support!" -Katie Leander, EMS Instructor, Travis County Fire Rescue (TX)



Customer Showcase: St. Cloud Technical Community College (MO)

Every month we give a little bit of love to one of our valued customers! This month we celebrate the awesome EMS Staff at St. Cloud Technical Community College.

St. Cloud Technical & Community College (SCTCC) is a regional treasure located in the heart of Central Minnesota. Founded in 1948 as the second technical college in the state, SCTCC has committed to meeting the needs of our community through its 90+ programs of study that closely match the types of jobs available in the area.

Approximately 6,000 students are enrolled in credit-based classes with an equal number of men and women. The college has doubled in size the last 10 years and continues to be one of the fastest growing colleges in the [Minnesota State](#) colleges and universities system.

St. Cloud graduates put their skills to work for private ambulance companies, hospitals, emergency flight services (both helicopter and airplane), industry and city health agencies, fire departments and law enforcement agencies. Paramedics also can incorporate their training in other career fields like park services and ski patrol.

We want to thank them for their trust in our solutions, our customer service, and our reputation to provide the highest quality of both!

Leaving You Laughing



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